



Lesson 47

Don't Practice Goldplating





Give accurate expectations

- Set expectations carefully and then meet those expectations
- Sponsors and key stakeholders help set to define success for the project
- Should you under-promise and then over-deliver?...





Two possible estimating scenarios

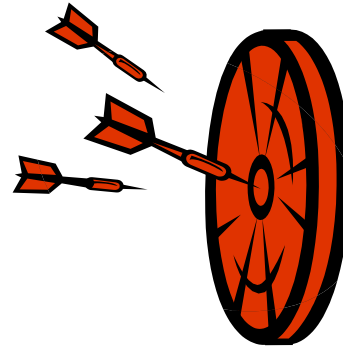
- Worst-case scenario
 - Everything will go wrong, work will take longer, issues will come up, potential risks will occur, etc.
 - Sandbagging: purposely setting low expectations you know you can exceed
- Best-case scenario
 - Everything will go right and work correctly the first time
- Neither give accurate or reasonable information to the client





Give most-likely estimate

- Could deliver three estimate to the client: best-case, worst-case, and most likely
- Gives valid information with the appropriate contexts
- Usually only one estimate is given, and that is the most likely to occur





Goldplating

- Won't client be happy with deliverables that exceed their requests?
- Goldplating – delivering more than the client has requested
- Sounds like a good practice, but is actually bad for two reasons





Don't goldplate

1. Primary focus of project should be delivering what the client wants, on time and within budget
 - Additional work might lead to a missed deadline
 - Good intentions don't make up for missed deadlines
2. Don't take it upon yourself to decide what is of most value to the client
 - May be good reasons why certain things aren't included





Summary

- Bottom line: meet your commitments
- It is good to under-promise and over-deliver, but...
 - Deliver earlier or for less cost
 - Do NOT deliver more than required
- Don't make decisions for the client

